

Recovery Cymru Community Safeguarding Policy

In our work with adults and children who may be at risk due to age, illness or disability, Recovery Cymru Community will endeavour at all times to provide services and activities which minimise risk and are as safe as we can make them. Recovery Cymru Community is committed to the care, support and protection of vulnerable adults and children. If you have any reason to believe, even only an instinctive feeling, a vulnerable adult or child is being abused or suffering due to inappropriate care you must report it to your line manager.

This policy is derived from the requirements of legislation and national guidelines:

- Working Together to Safeguard Children – Welsh Government 2004 & 2019
- Social Services and Wellbeing (Wales) Act 2014 – Section 7
- Wales Policy and Procedures for the Protection of Vulnerable Adults from Abuse – 2013

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of Recovery Cymru Community in relation to safeguarding vulnerable adults and children.

Policy Aims:

The aim of Recovery Cymru Community's Safeguarding Policy is to promote good practice:

- Providing vulnerable adults and children with appropriate safety and protection
- Allowing all staff and volunteers to make informed and confident responses to specific issues on the protection of vulnerable adults and children

Who MAY be a Vulnerable Adult/ Person at Risk?

An adult at risk is a person who is 18 years of age or over, and who is or may be in need of community care services by reason of:

- mental or other disability, or
- age, or
- illness,

and who is or may be unable to take care of themselves against significant harm or serious exploitation. People with learning disabilities, mental health problems, older people or disabled people may be a vulnerable adult particularly if their situation is complicated by additional factors such as physical frailty, chronic illness, sensory impairment, challenging behaviour, social and emotional problems, substance misuse, poverty and homelessness. It is essential that the needs of any children within an abusive situation where there is an adult at risk involved are considered and acted upon

Who is a Child?

A child is anyone under the age of 18

What do we mean by abuse?

Abuse may consist of a single act or repeated acts. It may occur as a result of a failure to undertake action or appropriate care tasks. It may be an act of neglect or an omission to act, or it may occur where an individual is persuaded to enter into a financial or sexual transaction to which they have not, or cannot, consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the individual.

- **Physical abuse**
This can include hitting, slapping, pushing, kicking, misuse of medication, undue restraint or inappropriate sanctions.
- **Sexual Abuse**
Sexual abuse includes rape, sexual assault or sexual acts to which the person at risk has not or could not give consent and/or was pressurised into consenting.
- **Psychological abuse**
Psychological abuse includes threats of harm or abandonment, humiliation, verbal or racial abuse, isolation or withdrawal from services or supportive networks.
- **Financial abuse**
Financial abuse includes theft, fraud, pressure about wills, property or inheritance, misuse or misappropriation of benefits.
- **Neglect**
Neglect and/or acts of omission include failure to access medical care or services, negligence in the face of risk taking, failure to give prescribed medication, poor nutrition or lack of heating.
- **Institutional abuse**
Institutional abuse can occur in any care setting or in a person's home. The abuse can be carried out by a wide variety of people

including strangers, relatives, family, professional staff, religious figures, paid care workers, volunteers, neighbours, friends, other people at risk, or people who deliberately exploit people at risk.

Responsibilities of Recovery Cymru Community staff, volunteers and trustees

- To take action to identify and prevent abuse from happening.
- Respond appropriately when abuse has or is suspected to have occurred.
- Ensure that the agreed safeguarding procedures are followed at all times.
- Provide support, advice and resources to staff in responding to safeguarding issues.
- Ensuring that all staff have updated training to equip them
- The LMT are there to escalate issues and support staff decision making
- A safeguarding lead from the Board of Trustees will be appointed annually
- If necessary, LMT will seek additional advice from CAVDAS Alliance Leadership team and NHS colleagues
- Ensuring staff have access to appropriate supervision regarding safeguarding.
- Ensure that all employees who come in contact with people at risk have a DBS check and references are taken up prior to appointment
- Encouraging all staff to have the Wales Safeguarding Procedures app on their work phone as a point of reference to support them

Safer recruitment

Recovery Cymru Community will seek to recruit using appropriate procedures, safeguards and checks. Recovery Cymru Community will operate a fair, transparent and rigorous system of recruitment and selection for staff and volunteers

We will take up references for all posts and volunteer roles prior to appointment. We will use Disclosure & Barring Service (DBS) checks to help us to assess suitability and where there is eligibility to do so by determining which roles are in regulated activity and therefore subject to a barring list check and those roles eligible for enhanced DBS checks only.

We will assess any criminal record information that is disclosed in line with our data protection and equalities policies. We also undertake a DBS Discussion around risk when the DBS is returned if there is cause to do so. This is undertaken by HR and LMT, with partners if appropriate. It is escalated to board of trustees if needed.

We will provide an induction programme for all new volunteers and staff and appropriate training to enable all personnel to undertake their roles safely and confidently. We will regularly review our recruitment procedures in response to changes in legislation and systems external to our organisation e.g. DBS and barring list checks

All volunteer roles will be supported by a Volunteer Co-ordinator.

Volunteers will be treated equally alongside any paid staff. Any volunteer roles, which would be regulated activity if unsupervised, will be appropriately supervised in accordance with statutory guidance.

We will plan the practicalities of our work to minimise opportunities for abuse or allegations of abuse.

We will always put the safety and well-being of children, young people and adults at risk first in all work that we do. Safeguarding will always override all other considerations, such as our Confidentiality Policy.

Staff, Trustees & Volunteer Training

Safeguarding is core mandatory training for all Recovery Cymru staff. Staff are required to complete the Level 2 iHasco on-line module "Safeguarding Vulnerable Adults Training" and "Safeguarding Children" at least every 2 years. Trustees also have access to this training.

For all volunteers safeguarding principles are incorporated into the core accredited volunteer training programme. CAVDAS volunteers have access to Level 2 iHasco on-line module "Safeguarding Vulnerable Adults Training" and "Safeguarding Children" and we source training (whether inhouse or external) for new cohorts of RC Volunteers for whom it is relevant.

We periodically purchase safeguarding training for individual trustees or the board as identified by the board and include this in our policy reviews.

Safeguarding Procedure

All staff have an ethical and professional duty of care to act if they

- Witness abuse
- Receive information about abuse, suspect abuse or concerns about the treatment of a person at risk
- Have concerns or suspicions about possible abuse or inappropriate behaviour.

REMEMBER: It is important to remember that the person who first encounters a case of alleged abuse is ~~not~~ responsible for deciding

whether abuse has occurred. This is a task for the professional adult and child protection agencies.

Step 1 – Receiving information, allegations or witnessing incidents that indicate abuse

You may witness or receive information that indicates the abuse of a person at risk. This information may be from staff, other professionals, a child, a person at risk or someone acting on their behalf. It maybe you just have an instinctive feeling, with no concrete evidence.

If you receive information from a person at risk, a child or someone that indicates abuse

- Make sure the individual is safe
- Assess whether emergency services are required and if needed call them
- Do not promise to keep the information secret. You are obliged to pass it on.
- Listen carefully and be sympathetic.
- Explain the procedure to the individual making the allegation
- Record what the person tells you, using their exact words. This may be used in evidence later. You do not need physical evidence of abuse
- Remember the need for ongoing support.
- Do not confront the alleged abuser.
- Don't give information about the disclosure to anyone except other appropriate persons
- You should not investigate the matter. However, you should make a thorough record of all information received. The record must include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult or child who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation. This account must be dated and signed

Step 2 – Informing the Safeguarding Officers (Rachel Bayer, the Finance & Head of Operations, Judith Enticott, Volunteer & Training Coordinator or the Director Sarah Vaile).

You must not delay reporting your concern; you must contact the LMT member of staff on duty immediately. If no senior management is available you must contact the appropriate Social Services support teams or senior in partner organisations such as CAVDAS, BPSS.

Where there is risk of significant harm to our members, member's children, volunteers or staff, the LMT are empowered to act accordingly.

- To log all conversations regarding the issue
- To sign and request signatures on reports and statements
- Confidentially seek advice from expert sources
- Share concerns (with consent where required and appropriate) internally with senior staff / Chair of the Board
- Share concerns and make referrals to external agencies such as Social Services, the Police or NSPCC as appropriate to the circumstances

Internal Investigations of Staff & Volunteers

When a complaint or allegation of abuse has been made against a member of staff or volunteer, they must be made aware of their rights under employment legislation and internal disciplinary procedures.

It is the responsibility of the Director/Head of Operations/nominated LMT member and a nominated Trustee to conduct a thorough investigation. Actions to be considered:

- Is this a training/supervisory issue?
- Is it a disciplinary/capability issue?
- Does advice need to be taken from other agencies e.g. Police, Social services

A risk assessment must be undertaken immediately to assess the level of risk to all staff and members posed by the member of staff/volunteer. This must include whether it is safe for them to continue their role or any other role within Recovery Cymru Community whilst the investigation is being undertaken. The consideration of risk must be considered alongside the right of the employee. Decision not to suspend an employee/member must be fully documented.

Step 3 – Referral to Social Services Support Teams

The member of LMT will determine, after advice from the appropriate social services support team, whether to submit a formal referral.

All personal information regarding the referral will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines.

Social Services Contact Details

Cardiff Children's Services (children): 029 2053 6490

Vale of Glamorgan Adult Services: 01446 700111

Cardiff Multi-Agency Safeguarding Hub (MASH): 02922 330888

If it is outside of office hours, please call the out-of-hours emergency duty team on 029 2078 8570 for incidents in both Cardiff and the Vale

**IF YOU FEEL A CRIMINAL ACT HAS OR MAY HAVE TAKEN PLACE,
YOU SHOULD CONTACT THE POLICE IMMEDIATELY BY DIALLING
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• Est. 2010 •